



Department of Medical Assistance Services
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www.dmas.virginia.gov

MEDICAID MEMO

TO: Services Facilitation Providers for EDCD, DD, ID, and for the EPSDT Program

FROM: Cynthia B. Jones, Director
Department of Medical Assistance Services

MEMO: Special

DATE: November 30, 2015

SUBJECT: Consumer Directed Waiver Services - Employer of Record Changes —
Effective January 1, 2016

The purpose of this memorandum is to notify services facilitation providers of a change related to Employers of Record (EOR) for individuals choosing to consumer direct personal care, respite, and companion services. Consumer directed services are available in the Elderly or Disabled with Consumer Direction (EDCD), Intellectual Disability (ID), and Individual and Family Development Disabilities Support (DD) Waivers and the Early Periodic Screening Diagnosis and Treatment (EPSDT) program.

Effective January 1, 2016, EORs will be able to represent only one individual receiving consumer directed services. An automatic exception will be granted for EORs serving multiple individuals residing at the same physical address.

The EOR serves as the employer of attendants and has the authority to hire, fire, train, and direct employee activities. The EOR is established as the employer by the Internal Revenue Service (IRS) and is issued a Federal Employer Identification Number. An EOR may not be paid for providing this representation for a waiver individual. The EOR may be the individual on the waiver or someone designated by them. An individual serving as their own EOR may choose to have another person assist in the employer duties. This is done by submitting the Signature Authority form to the Fiscal Employer Agent, PCG Public Partnerships, LLC (PPL). This permits individuals to serve as their own EOR and delegate signature authority on timesheets to another individual, all other employer responsibilities are retained by the EOR. Signature authority may not be delegated to the attendant providing support to the individual.

EORs, individuals receiving waiver services, and Services Facilitators (SF) affected by this change will receive written notification from PPL which will include specific instructions on the steps to make this change.

SFs should work with each identified individual to select a new EOR and are encouraged to utilize the appropriate Consumer-Direction Service Management Questionnaire (DMAS 95-A or DMAS-95B) to ensure the chosen EOR is able to carry out the employer duties. SFs must provide face to face Consumer (Individual) Training (S5109) for all new EORs and document it on DMAS-488. Participation Agreements including the DMAS-486 and DMAS-489 must be updated and signed by the SF and the new EOR and maintained in the waiver individual's record.

COMMONWEALTH COORDINATED CARE

Commonwealth Coordinated Care (CCC) is a new program that is coordinating care for thousands of Virginians who have both Medicare and Medicaid and meet certain eligibility requirements. Please visit the website at http://www.dmas.virginia.gov/Content_pgs/altc-home.aspx to learn more.

MANAGED CARE ORGANIZATIONS

Many Medicaid recipients are enrolled with one of the Department's contracted Managed Care Organizations (MCO). In order to be reimbursed for services provided to an MCO enrolled individual, providers must follow their respective contract with the MCO. The MCO may utilize different prior authorization, billing, and reimbursement guidelines than those described for Medicaid fee-for-service individuals. For more information, please contact the MCO directly. Additional information about the Medicaid MCO program can be found at http://www.dmas.virginia.gov/Content_pgs/mc-home.aspx.

VIRGINIA MEDICAID WEB PORTAL

DMAS offers a web-based Internet option to access information regarding Medicaid or FAMIS member eligibility, claims status, payment status, service limits, service authorizations, and electronic copies of remittance advices. Providers must register through the Virginia Medicaid Web Portal in order to access this information. The Virginia Medicaid Web Portal can be accessed by going to: www.virginiamedicaid.dmas.virginia.gov. If you have any questions regarding the Virginia Medicaid Web Portal, please contact the Xerox State Healthcare Web Portal Support Helpdesk, toll free, at 1-866-352-0496 from 8:00 a.m. to 5:00 p.m. Monday through Friday, except holidays. The MediCall audio response system provides similar information and can be accessed by calling 1-800-884-9730 or 1-800-772-9996. Both options are available at no cost to the provider. Providers may also access service authorization information including status via KEPRO's Provider Portal at <http://dmas.kepro.com>.

KEPRO PROVIDER PORTAL

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"HELPLINE"

The "HELPLINE" is available to answer questions Monday through Friday from 8:00 a.m. to 5:00 p.m., except on holidays. The "HELPLINE" numbers are:

1-804-786-6273	Richmond area and out-of-state long distance
1-800-552-8627	All other areas (in-state, toll-free long distance)

Please remember that the "HELPLINE" is for provider use only. Please have your Medicaid Provider Identification Number available when you call.